

CONSUMER ASSISTANCE DIVISION BULLETIN # 95-3

TO: All Electric, Telephone and Gas Utilities

FROM: Barbara R. Alexander, Director, Consumer Assistance Division

CONCERNING: Complaint Summaries

DATE: November 6, 1995

In an effort to expedite the investigation of customer complaints received by the Consumer Assistance Division (CAD), we have developed a "Complaint Summary" (See Attachment) for utilities to complete and return as a cover sheet to accompany the last 13 months usage, billing and payment history, customer contact records, utility dispute record, and the utility's written decision in the case, as requested in our investigation letters. This "Complaint Summary" is to be used for credit and collection as well as billing disputes.

In a review of our complaint handling process we have found that a lot of time is spent by our Consumer Assistance Specialists locating specific information, contained in the information provided by utilities in response to the CAD's Investigation letter. Added to this is the fact that each utility has a different computer system with different codes, which the Specialists have to decipher in order to obtain the information that they need to work the case. Specialist spend too much time just locating the information that they need to work the case. Through the use of the "Complaint Summary", the CAD Consumer Assistance Specialists will have uniform responses from all utilities, which will enable the Specialists to quickly locate the most important information that they need to investigate the case. If the Specialist feels that they need to look further into a specific aspect of the case, they will be able to refer to the additional data attached to the Summary. We believe this will reduce the amount of time that is required to work customer complaints, which in turn will better serve the customer and you, the utility, as we should be able to issue our decisions sooner than we have in the past.

At this point, in addition to completing the "Complaint Summary", the CAD will continue to require all utilities to provide the customer's billing and payment records, contact information etc. for each complaint, as we have required in the past. We believe that it is still necessary that we continue to receive this information. However, the CAD is reviewing the type and amount of information that it is requiring utilities to provide in response to customer complaints in an effort to see if it may be possible to reduce the amount of information that we require utilities to provide. A Process Action Team comprised of members

of CAD's Staff and Staff members from Central Maine Power Company (CMP) is currently working on this and other issues and we are experimenting with several processes that we hope will result in improving the way information is transmitted between CAD and utilities, resulting in a reduction in the amount of paperwork and time currently required to investigate and decide complaints. We eventually apply what we learn, as a result of the experiments now underway with CMP, to the way we communicate and handle complaint involving other utilities.

We believe that in addition to enabling the CAD to process cases more quickly, these "Complaint Summaries" will also benefit utilities, by providing you with the opportunity to review the important information regarding each complaint, thus allowing you to detect problems that you may not have found by simply sending CAD the billing and payment information and other data related we request.

If you have any questions or comments please contact Steven Dunn, Complaint Supervisor, CAD, at 287-3831.

Attachment
sd/BA

ELECTRIC/GAS UTILITY COMPLAINT SUMMARY

SPECIALIST ASSIGNED: _____ CAD COMPLAINT # _____

UTILITY NAME: _____ DATE PREPARED: _____

CUSTOMER NAME: _____ ACCOUNT # _____

TOTAL BALANCE \$ _____ OVERDUE AMT. \$ _____ CURRENT MONTHLY CHARGES: \$ _____

LIST DATES AND AMOUNT FOR ANY NON-BASIC CHARGES INCLUDED IN ABOVE FIGURES

MOST RECENT PAYMENT ARRANGEMENT INFORMATION:

Date established:

Installment due dates and amounts:

When broken:

Number of payments missed:

Catchup (Repair) amount:

MOST RECENT DISCONNECTION NOTICE WAS SENT: _____ AND CONTAINED A
DISCONNECTION DATE OF _____ FOR AN OVERDUE AMOUNT OF \$ _____

AT THE TIME OF THE LAST CONTACT (before complaint filed with CAD), WE TOLD
THE CUSTOMER THAT:

THE POLICY, RULE, OR PROCEDURE USED BY OUR UTILITY TO ARRIVE AT THE ABOVE
POSITION, AND HOW WE APPLIED THEM IN THIS CASE WAS:

ATTACH A CHRONOLOGICAL HISTORY OF THE ACCOUNT BEGINNING WITH THE INITIAL
CUSTOMER CONTACT:

TELEPHONE UTILITY COMPLAINT SUMMARY

SPECIALIST ASSIGNED: _____ CAD COMPLAINT # _____

UTILITY NAME: _____ DATE PREPARED: _____

CUSTOMER NAME: _____ ACCOUNT NO: _____

TOTAL BALANCE: _____ OVERDUE AMOUNT: _____ BILLING DATE: _____

Local Basic Service \$ _____ Intrastate Toll \$ _____

Interstate Toll \$ _____ Non-basic Charges \$ _____
(non-regulated)

TYPE, COST AND INSTALL DATE FOR EACH OPTIONAL SERVICE:

MOST RECENT PAYMENT ARRANGEMENT INFORMATION:

Date established:

Installment due dates and amounts:

When broken:

Number of payments missed:

Catchup (repair) amount:

MOST RECENT DISCONNECTION NOTICE WAS SENT _____ AND CONTAINED A
DISCONNECTION DATE OF _____ FOR AN OVERDUE AMOUNT OF \$ _____

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AT THE TIME OF OUR LAST CONTACT (before Complaint filed with CAD), WE TOLD
THE CUSTOMER THAT:

THE POLICY, RULE, OR PROCEDURE USED BY OUR UTILITY TO ARRIVE AT THE ABOVE
POSITION AND HOW WE APPLIED THEM IN THIS CASE WAS:

ATTACH A CHRONOLOGICAL HISTORY OF THE ACCOUNT BEGINNING WITH THE INITIAL
CUSTOMER CONTACT.